

## STAMPING TECHNOLOGIES SEES ISO CERTIFICATION AS A CONTINUOUS PROCESS

**ABOUT STAMPING TECHNOLOGIES INC.** In 1990 Mark St. Gelais, now President of Stamping Technologies located in Laconia, New Hampshire, left his family's business to start his own company- Stamping Technologies. He borrowed \$125,000 and moved into 1,200 square feet of space. The first couple years were tough, but by year three things began to turn around. They hired two more employees and had moved into 2,400 square feet of space. Around that time Mark's wife Johanna, while working for another company during the day, began doing the bookkeeping for Stamping Technologies at night. By year five she was working at Stamping Technologies full time as Office and Finance Manager. In 2000 they moved into a 10,000 square foot facility which is where they are today. The number of employees has also grown to 25 and they are looking to hire more. Stamping Technologies is well known as a supplier of world class metal stamped components to the electronics industry with customers in both the U.S. and overseas. Their primary market is in military applications., but they also serve the telecom, satellite, automotive, medical and various commercial industries as well. Stamping Technologies is committed to providing customers with cost effective, high quality precision parts with an ongoing investment in state of the art manufacturing equipment.

**THE CHALLENGE.** In 2016, Stamping Technologies needed to upgrade their quality management system to ISO 9001:2015. They joined NH MEP's ISO 9001:2015 Upgrade Collaborative program.

**MEP CENTER'S ROLE.** In 2016 Stamping Technologies had 3 employees attend NH MEP's ISO 9001:2015 Upgrade Collaborative Program. The program progressed through 6 workshops where they learned the quality management system requirements, how to write the quality manual, write effective work instructions and process documentation, perform internal audits, perform process improvements, document corrective actions, work in teams, and improve communication skills.

The ISO 9001:2015 Upgrade Collaborative Program also included 5 on-site training/coaching days in which NH MEP's instructor helped the employees in documentation development, internal auditing, corrective and preventive action, and continuous improvement.

"Going from ISO 9001:2008 to the ISO 9001:2015 Upgrade was tough," said Johanna. "It was more risk based, more precautionary in scope. And processes and procedures had to be explained to our employees more fully. They needed to really understand how ISO effects what we do as a company and how they are more accountable in the process."

They completed the program and were awarded ISO 9001:2015 certification.

## RESULTS



**\$750,000** in new or retained sales



**4** new or retained jobs



**10** retained customers



**\$75,000** in new investment



**\$39,000** in new products

## CONTACT US



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"Going through the NH MEP certification programs for ISO was one of the best decisions Stamping Technologies could have made."

-Mark St. Gelais, President